



Indiana Office of Technology

Powering a State that Works

Governor Mike Pence  
Chief Information Officer Paul Baltzell

## RATES AND SERVICE DESCRIPTIONS – FISCAL YEAR 2015

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## Basic SEAT Bundled Services

### Services Provided

- Customer Services
- E-Mail Services
- File Storage Services
- Local Desktop Services
- Network Services
- Printer Services (Networked)
- Server Services (450 Remote Office Servers, 1500 Data Center Servers)

### Service Description

The Basic SEAT Bundled Services include all direct labor, contracts, hardware, software and other direct costs required by IOT to provide IT service delivery for the desktop and associated centralized services. Seat does include a new standard desktop PC on a four year schedule to be defined by IOT or when the existing PC has failed and is deemed to not be worth the value of the repair.

1157 – For non-networked seat equipment upgrades

SEAT Bundled Services includes 400MB of storage allocation for e-mail and 4GB of storage allocation for e-mail archive per SEAT charge before overage charges are assessed.

### Service Options

Option ID	Option Description	Unit	Current Rate
1001	Seat Charge	Monthly	<b>\$77.90</b>
1136	Seat Charge – Non-Network	Monthly	<b>\$35.00</b>
1157	Seat Charge – Non-Network Plus	Monthly	<b>\$15.00</b>
1014	Email	Monthly Per Named User	<b>\$4.18</b>
1177C	Email Overage	Monthly Per GB over 400 MB	<b>\$1.24</b>
1177D	Archive Email Enterprise Vault	Monthly Per GB over 4GB	<b>\$1.24</b>
1155	Network Services	Monthly Per Device/Module	<b>\$119.63</b>

## Detailed Information

### Basic SEAT Bundled Services (Networked)

The Basic SEAT Bundled Services are grouped into seven major categories: customer service support, e-mail, file storage, local desktop, network, printer and server. All IOT services comply with all [IOT Service Level Agreements](#).

**General Note:** IOT evaluates all out-of-warranty network equipment and networked printer repair issues to determine if it is more cost-effective to continue repairing the device or it is time to replace the device. If the device is repaired, the cost will be covered by IOT. If the device is deemed non-repairable, or it is determined it is no longer cost-effective to continue repairing the device (repairs are within 80% of the cost of a new device), the agency is responsible for the replacement cost of the device. Local and mobile printers are not cost-effective repair items and are not supported. Agencies purchasing non-networked printers are encouraged to purchase available warranties offered with non-networked printers.

#### I. Customer Service

- A. 24x7 IOT Customer Service support (non-agency application specific)
  - 1. Fully staffed Helpdesk during regular business hours  
6:00 a.m. – 6:00 p.m. Mon-Fri
  - 2. Very limited (emergency) support outside of regular business hours
- B. Support includes:
  - 1. Desktops, laptops, tablet PCs, servers and networked printers (local and mobile printers are excluded because they are not network printers)
  - 2. Data network devices – routers, hubs, switches, firewalls, etc
- C. E-mail and network account creation and management
- D. Some agencies run their own application helpdesk for agency specific applications – IOT does not support agency-specific applications

#### II. E-Mail Services

- A. E-mail configuration setup and access
- B. 400 MB mailbox w/managed storage
  - 1. Fee charged for each additional MB used (see Product ID #1177C).
- C. 4 GB archive e-mail storage (slightly longer retrieval times)
  - 1. Fee charged for each additional MB used (see Product ID #1177D).
- D. 50 MB public folder
- E. All required “resource” accounts
- F. Daily full backup of all e-mail files/documents
- G. Automatic archival of e-mail files 6 months and older
- H. E-mail recovery services (up to 60 days w/o tape, 1 year w/tape)
- I. Anti-virus software on all Exchange servers
- J. Administration of all 15 Exchange servers and associated SAN storage & tape backup systems
- K. Administration of all public folders and public distribution lists
- L. Web mail sites

#### III. File Storage Services

- A. HOME & project directory configuration setup and access
- B. 500 MB of combined HOME/project managed storage
- C. Daily backup of all HOME/project data
- D. Automatic archival of unmodified files 6 months and older
- E. Data recovery services

#### IV. Local Desktop Services

- A. Hardware support (break/fix PCs and laptops)
  - 1. Hardware maintenance and repair
  - 2. Warranty tracking
  - 3. Sanitizing data off of PCs to be surplus or released from service
- B. Operating System (OS) support
  - 1. OS installation
  - 2. OS patch management
  - 3. Service packs management
- C. Application software support
  - 1. IOT “supported software” installations and updates/patch management

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includes:

- a. Adobe Reader
  - b. Microsoft Office Suite
  - c. Microsoft Office Outlook
2. Provide icons on the desktop for Business Application Software
3. Anti-virus software provided (McAfee)
4. Performance monitoring software provided (NetIQ)
5. Remote control software provided to assist Customer Support with issues (SCCM)

## **V. Network Services**

### **A. Existing Network Systems – Local Area Network(LAN)**

1. Network cable (copper/fiber) diagnose and repair – this does not include voice MAC requests
2. Wired and wireless connectivity to the network based on existing copper/fiber cable plant and LAN hardware capabilities and business requirements
3. Replacement/Repair for failed network hardware and devices
4. Note - Cable/fiber plant upgrades will be at the requesting agency's expense

### **B. New Network Systems – Local Area Network(LAN) Design and Implementation**

1. LAN Design for new, enhanced or future network needs
2. Data network design consulting services
3. Configuration and Installation of newly defined LAN switching hardware solutions provided by IOT based on identified business requirements
4. Note - Hardware and installation services expenses for copper/fiber cable plant additions or upgrades will be at the requesting agency's expense

### **C. Network Management**

1. Management of existing IP enabled/manageable networking devices
2. Support for network circuits to remote agency offices purchased/leased by the agency via IOT
3. Note - Network monitoring and reporting (upon request and availability)

### **D. Security**

1. Secure access to the internal state network
  - a. Security in this context is limited to the capabilities of the networking hardware devices in use at that location
2. Intrusion prevention at the campus core and edge

### **E. Network Administration Services**

1. **Active Directory** management (identifies resources on a network & makes them accessible)
2. **Dynamic Host Configuration Protocol (DHCP)** management (dynamic IP addressing)
3. **Windows Internet Naming Service (WINS)** management (name resolution)
4. **Domain Name System (DNS)** management (Domain Name to static IP translation)

Business based VPN and Extranet services offering are not included here and can be

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found later in this document

**VI. Server Services – 450 Remote Office Servers, 1500 Data Center Servers**

Remote Office Servers are distributed servers that provide some “centralized services” for remote offices. They typically perform functions such as domain controllers, file servers and print servers. In some instances, the remote distributed servers perform administrative functions and push scripted tasks.

Data Center Servers are all located in the IOT Data Center. These devices provide “shared services” for IOT’s customers. Data Center environmental systems are maintained by IOT.

- A. Hardware, OS and application software setup, installation and configuration
- B. Hardware maintenance
- C. Tracking of warranty and non-warranty status
- D. Performance tuning and monitoring
- E. Network connectivity.
- F. Data and OS backups (IOT is managing 100 TB of disk storage in the Data Center)
- G. Disaster recovery
- H. Patch management
- I. Software upgrades
- J. Service pack installations

**VII. Printer Services (Networked)**

- A. Hardware (break / fix) support. All consumables (paper, ink cartridges, toner, etc.) lost during repair must be supplied by the agency
- B. Network connectivity
- C. Printer/queue setup and access if part of supported domain
- D. Print server administration if part of supported domain
- E. Management software to control printing to maximize cost effectiveness
- F. Warranty tracking
- G. Printer management and operations and performance monitoring where technically feasible
- H. Large scale multifunction office machines (scanners, copiers, fax and printers) are NOT maintained by IOT. IOT will assist with proper connections to the network

**Note:** Generally one networked printer for every ten employees is sufficient. But consider:

- 1. Distance to printer
- 2. Isolated employees
- 3. Privacy issues
- 4. Handicapped employees
- 5. Point-of-service printing
- 6. Heavy users (clerical, secretaries, etc.)

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## Basic Seat Bundled Services (Non-Networked)

Non-networked Basic SEAT Bundled Services includes all direct labor, contracts, hardware, software and other direct costs required by IOT to provide IT service delivery for the desktop and associated centralized services (not including the cost of the actual desktop). All IOT services comply with all [IOT Service Level Agreements](#).

### I. Customer Service

- A. 24x7 Customer Service support (non-agency application-specific).
- B. Regular business hours 6 a.m. – 6 p.m., M–F.
- C. Limited (emergency) support outside normal business hours.
- D. Support is provided for:
  - 1. Desktops
  - 2. Laptops
  - 3. Tablet PCs
  - 4. Servers

### II. Local desktop services

- A. Hardware support (break / fix of PCs and laptops)
  - 1. Hardware maintenance and repair
  - 2. Laptops
  - 3. Tablet PCs
  - 4. Servers
- B. Operating System (OS) support
  - 1. OS installation
- C. Application software support
  - 1. IOT “supported software” installations
  - 2. Provide the icons on the desktop for Business Application Software

### III. Local Printer Services

- A. Hardware (best effort) support to be limited to printer driver installs on the desktop. Break/fix support will be referred to a local vendor. At the request of the agency, local printers will be serviced on a time and material basis, and will require an approved SOF from the agency. All consumables - paper, ink cartridges, toner, etc. - lost during repair must be supplied by the agency.
- B. Warranty tracking

**Notice:** If it is determined by IOT Management to be more cost effective to replace the printer than to have it repaired, that recommendation will be made to the agency, and it will be at the agencies expense.

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## E-mail

Stand alone E-mail is for customers that do not have "Basic Network SEAT" service but still desire e-mail access.

### I. Included with this service:

- A. E-mail configuration setup and access
- B. 400 MB mailbox w/managed storage included in SEAT cost
  - 1. Monthly fee charged for each additional MB used (Product ID #1177C)
- C. 4 GB archive e-mail storage included in SEAT cost (longer retrieval times)
  - 1. Monthly fee charged for each additional MB used (Product ID #1177D).
- D. 50 MB public folder
- E. All required "resource" accounts
- F. Daily full backup of all e-mail files/documents
- G. Archival of e-mail files 6 months and older to less expensive, slower online storage systems
- H. E-mail recovery services (up to 60 days w/o tape, 1 year w/tape)
- I. Anti-virus software on all Exchange servers
- J. Administration of all 15 Exchange servers and associated SAN storage & tape backup systems
- K. Administration of all public folders and public distribution lists
- L. Web mail sites

Employees of the State of Indiana are able to access their e-mail from outside the state campus network via remote browser-based mail client interfaces

IOT will provide secure connectivity for remote email users, over the Internet, to their respective mail servers located on the state of Indiana campus network through the use of the new "Web mail" server, located on the IOT-managed state of Indiana extranet network.

## Application Support Services (for applications not included in Seat)

Application support service is for customers that have a "Basic SEAT" charge and desire additional application software. These items are all pass-through costs. IOT Customer Service requires "proof of ownership" before loading the application on the PC. Current application software available in this service includes:

- A. Adobe Writer
- B. Microsoft Project
- C. Microsoft Project Server
- D. Microsoft Visio

## Network Services

Stand alone Network Services is for customers that do not have "Basic Network SEAT" service but still desire network services.

- A. Existing Network Systems – Local Area Network(LAN)
  - 1. Network cable (copper/fiber) reviews and repair – this does not include voice MAC requests
  - 2. Wired connectivity to the network based on existing copper/fiber cable plant and LAN hardware capabilities
  - 3. Replacement/Repair based on existing networking hardware maintenance contract for that hardware
  - 4. Note - Cable/fiber plant or hardware upgrades will be at the requesting agency's expense
- B. New Network Systems – Local Area Network(LAN) Design and Implementation
  - 5. Copper/Fiber cable plant and LAN Design for new, enhanced or future

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network needs

6. Data network design consulting services
7. Configuration and Installation of newly defined and purchased LAN switching hardware solutions recommended by IOT
8. Note - Hardware and installation services expenses for copper/fiber cable plant additions or upgrades will be at the requesting agency's expense

C. Network Management

9. Management of existing IP enabled/manageable networking devices
10. Replacement/Repair based on existing networking hardware maintenance contract with the vendor or manufacturer
11. Support for network circuits to remote agency offices purchased/leased by the agency via IOT
12. Note - Network monitoring and reporting (upon request and availability)

D. Security

13. Secure access to the internal state network
  - a. Security in this context is limited to the capabilities of the networking hardware devices owned & utilized by the agency at that location
14. Intrusion prevention at the campus core and most distribution locations to other IGC campus facilities

Business based VPN and Extranet services offering are not included here and can be found later in this document



## GIS Server Infrastructure Access

### Services Provided

- ArcGIS Server Access
- GIS Data Storage
- GIS Data Backup
- ArcSDE DB Hosting
- Physical Servers
- Server Support
- Disaster Recovery (**critical** application/system)
- ArcGIS Server Licensing
  - Enterprise Standard
  - Enterprise Advanced
  - Enterprise Advanced Staging
  - Image Extension

### Service Description

This product combines all necessary GIS server costs, including ESRI Server and Oracle licenses, to allow access to and use of the state government GIS server infrastructure. This product will provide storage and access of GIS data and hosting of GIS services. A GIS Service is a persistent software process that provides data or computing resources for client applications. This product does not include desktop GIS software licenses.

### Service Options

Option ID			
	Option Description	Unit	Current Rate
1153	0 to 9 users with no services	Per Year	TBD
1153	10 or more users with no services	Per Year	TBD
1153	0 to 9 users with 1 or more services	Per Year	TBD
1153	10 or more users with 1 or more services	Per Year	TBD

## Cellular Services

### Services Provided

- ActiveSync Connection
- Tech Support
- Device Management
- Maintenance

\*\*Monthly usage charges are not included.

### Service Description

A smartphone device combines phone, e-mail and data access features into one small handheld wireless device. There is no longer a one-time activation or license fee., There is a monthly fee for service management paid to IOT. The wireless/data plan (talk minutes, data package, etc) remain the responsibility of the agency or customer and are billed via an invoice from IOT.

### Service Options

#### Option ID

	Option Description	Unit	Current Rate
N/A	Cellular Plan separately billed to customer by IOT	Per Plan	

## Wireless and Paging Services

### Services Provided

- Local Wireless Access
- Paging
- Cellular

### Service Description

The state's local wireless access affords users wireless access on IGC campus and remote sites via a centrally-managed and secure wireless solution. Customers using a PC with specific wireless and security capabilities can take advantage of this Active Directory integrated secure wireless solution. The costs of the indoor access point, wireless controller, its management console, redundant authentication servers, support and maintenance of the centrally-located and managed equipment are included in the per access point, monthly subscription fee. The service does not include outdoor wireless solutions, site survey's or solution specific hardware.

IOT offers three types of leased pagers – alphanumeric, digital and two-way – with optional plans. Digital pages allow the pager to enter only numbers; alphanumeric pagers allow the pager to enter both numbers and letters; two-way pagers allow the pager to send text messages as long as the pager has an e-mail address. Any overage charges will appear on the agency's communication services invoice.

Unlike the Blackberry service, all monthly cellular phone charges will be billed to the agency/customer through IOT. All state-issued cellular service is provided by Verizon Wireless.

### Service Options

Option ID	Option Description	Unit	Current Rate
1041	Pager Processing Fee	Monthly	<b>\$1.54</b>
1042	Pagers	Monthly	<b>variable</b>
1117	Cellular Phone Service	Surcharge in addition to Monthly	<b>\$0.8724</b>

## Remote Access Services

### Services Provided

- Virtual Private Network (VPN) (now included in product #1155)
- Metraframe Citrix
- File Transfer Protocol (FTP)
- Instant Messaging

### Service Description

IOT offers several ways to access the state network and applications remotely.

WAN Management (formerly Site-to-Site VPN) provides monitoring and management of network devices that terminate Wide Area Network Connections such as T1, OptEman, Gigamon and Site to Site VPN. IOT will provide, and refresh, basic network devices for the termination of WAN connections depending on the type of service. Additional components of the basic network device that may be required to support advanced services such as VoIP shall be the agencies responsibility.

Citrix service provides remote connectivity to users who are authorized to use applications on the state private network. Citrix can be used with either a dialup or high speed Internet connection. IOT currently manages about 30 Citrix servers to support its customers.

FTP provides a "secure" connection to a specified address on the state private network that allows for the transfer of a file(s) from a remote "non-trusted non-state" FTP server to a local FTP server on the state private network. IOT currently manages four FTP servers in support of their customers. Firewall rules may require modifications.

Instant Messaging services. Provided via Windows Messenger and Office Communicator, instant messaging services allow agency staff to communicate interactively via online chat software. This service is priced per user.

### Service Options

Option ID	Option Description	Unit	Current Rate
1021	Remote Services: Client VPN	Included with Prod #1155	
1141	WAN Management (formerly Site-to-Site VPN)	Monthly per named user	<b>\$75.78</b>
1020	Citrix	Monthly per named user	<b>\$6.65</b>
1023	Extranet FTP Services	Monthly	<b>\$16.16</b>
1158	Instant Messaging	Monthly per named user	<b>\$0.11</b>

## Telecommunications Services

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### Services Provided

- Voice Services
  - Long Distance
  - Fax
  - Directory Assistance
  - Perimeter ACD
  - Call Center
  - WebEx
  - Enterprise Interactive Voice Recognition (IVR)
  - Remote Office Consulting
  - IP Phone Solutions
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### Service Description

IOT provides basic voice services, including long distance and local directory assistance. The rates listed below for dial tone and voicemail are for on-campus service. In addition, IOT provides Right Fax service for those on the State network. Right Fax features include: Outlook e-mail integration, receipt notifications, fax tracking, and integrated single sign on. IOT currently manages one RightFax server in support of its customers.

IOT offers three voicemail packages – basic, standard and enhanced. A basic mailbox holds 30 messages total (played and new); has one minute for personal greeting and a three-minute message length and the retention period is five calendar days for played messages. A standard mailbox holds 50 messages total (played and new); has two minutes for personal greeting and a four-minute message length and the retention period is 30 calendar days for played messages. An enhanced mailbox holds 70 messages total (played and new); has two minutes for personal greeting and a five-minute message length and the retention period is 60 calendar days for played messages.

Enterprise IVR services are used to provide speech enabled self-service applications, on-line transactions, perform speaker verification applications and provide excellent automated customer service. These services are server-based and provide capabilities not available in the ACD systems above. The rates listed below apply to I3 technology IVR and ACD capabilities.

ACD services are used to automatically distribute, track and report incoming calls. Communication Network Technician services are for assistance in providing local telecom cabling via a TSO.

Web Collaboration services provided via WebEx. WebEx enables virtually hosted business meetings via the Internet using a browser. This service is priced per user per month. The service requires a Reservationless Conference Bridge service that can be setup the same time as the WebEx service. The price does not include Reservationless Conference Bridge long distance charges incurred during WebEx meetings.

Contact Center services provided by Cisco Contact Center Enterprise and Express. This service is priced per concurrent agent and assumes the use of IP phones (priced separately). The price does not include any scripting and programming necessary to establish call flows.

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**Service  
Options**

Option ID	Option Description	Unit	Current Rate
1043	Telephone - Centrex	Per Vendor Contract	<b>\$15.21</b>
1044	Telephone - Remote	Per Vendor Contract	<b>\$1.94</b>
1045-03	Telephone One Time Charges		<b>Pass through</b>
1045-06	Telephone Tariff		<b>Pass through</b>
1045-07	System Charges		<b>Pass through</b>
1045-08	Dedicated Circuits		<b>Pass through</b>
1045-09	Pass Through Telephone Options		<b>Pass through</b>
1144	Voice Mail Auto Attendant		<b>\$0.00</b>
1037	Contracted Long Distance	Per Minute	<b>\$0.0283</b>
1161	Contact Center	Monthly per Agent	<b>\$195.36</b>
1162	IP Phone	Monthly per phone	<b>\$15.82</b>
1169	Video Bridging	Account	<b>\$64.42</b>
1107	Contracted Long Distance	Per Minute	<b>\$0.0205</b>
1038	800 # Services	Per Minute	<b>\$0.0284</b>
1039	800 # Services – Dedicated	Per Minute	<b>\$0.0179</b>
1040	Calling Card	Per Minute	<b>\$0.0307</b>
1035	Directory Assistance	Per Call	<b>Pass through</b>
1108	Non Contracted Long Distance	Per Minute	<b>Pass through</b>
1031	Monthly Enhanced Perimeter Agent	Per Subscription	<b>\$41.47</b>
1034	Communication Services Analyst	Per Hour	<b>\$64.28</b>
1163	Service Tech Time	Per Hour	<b>\$65.00</b>
1173	WebEx	Monthly per License	<b>\$33.72</b>
1176	UCCx Call Center	Monthly per Agent	<b>\$57.6827</b>

## Indiana Telecommunications Network (ITN) Services

### Services Provided

- Internet Connectivity
- Point to Point Data Circuits

### Service Description

**T1 = T1** stands for trunk level 1, a digital transmission link with a total signaling rate of 1.544mbps. In most cases, this is plenty of bandwidth for an agency to connect remote locations back to the Indiana Government Center. Included in your T1 connection is connectivity to the Internet. All state agencies that use this service are placed on the state's private backbone, residing behind IOT managed firewalls. Sitting behind the IOT managed firewalls and using private IP space, state data is not visible to the Internet. If you are not a state agency, but are eligible to utilize state contracts to procure services, you may still purchase a T1, with Internet connectivity included, but you would need to provide your own firewall for security.

T1 Additional = Agency demand on their data services has grown, causing bandwidth usage to grow. In some cases, moving to a broadband service, such as a DS3, Opt-E-Man or GigE, is not required to meet the requirements. Increasing the T1 service by 1, 2 or 3 T1's at a single location will meet the requirement/demand. To meet that demand in a cost effective manner, we have established rates for 2<sup>nd</sup>, 3<sup>rd</sup>, etc. T1 services at a single location, so agencies can increase their bandwidth at a lesser rate than the 1<sup>st</sup> T1, giving you more flexibility in meeting your needs.

**Note:** Telecom carriers throughout the state are moving away from T1 services, indicating that eventually it will no longer be offered as a service. In place of this service they are moving to Metro-E (Metropolitan Ethernet), which is more reliable, higher speeds and lower costs. IOT is in the process of moving all customers over to these new service offerings and away from T1 services.

Broadband Services – Point to Point = IOT has establish contracts with various carriers that now allow us to install Metro-E services ranging from 5mbps to GigE at remote agency locations. Metro-E services will become the standard for connectivity, unless it is not available. When it is not available, other alternatives will be presented and recommended. The cost for these services are made up of the IOT core cost, indicated in our rates, plus the carrier's monthly charge for the service requested. Most of these services are fiber based, however some carriers use bonded copper pairs to reach ranges of 5mbps to 30mbps. All of these services require advance planning when ordering. Your IOT representative will let you know if this service is available at your location.

Sites where fiber is available may require construction to build out the fiber optics infrastructure required, as well as additional conduit from the street to the inside of the building. Quotes for construction will be provided and approved before proceeding with this service. If the costs are not within budget, you can cancel the order without penalty. Advance planning is required, as most orders can take 4 to 6 months of lead time for installation.

Internet Broadband = IOT has established a Contract with various cable modem providers in the state so as to gain discounted rates. All cable modem services are a "Best Effort" service with "No SLA". Therefore each agency must determine if this type of service is acceptable for use in their particular office. Cable modem is a very cost effective solution, if you are able to accept the risk of "Best Effort". The cost for these services are made up of the IOT core cost, indicated in our rates, plus the carrier's monthly charge for the service requested. Your IOT representative will let you know if this service is available at your location and provide the monthly cost associated with each service.

### Service Options

Option ID	Option Description	Unit	Current Rate
1098	T1 - Inside LATA (Includes Tail Circuits)	Monthly Per Circuit	<b>\$408.36</b>
	T1 - Inside LATA Additional	Monthly Per Circuit	<b>\$332.36</b>
	T1 - Outside LATA (Includes Tail Circuits)	Monthly Per Circuit	<b>\$598.36</b>
	T1 - Outside LATA Additional	Monthly Per Circuit	<b>\$522.36</b>
1100	56K Frame Relay	Monthly Per Circuit	<b>\$267.41</b>
1152	Broadband Services – Point to Point	Circuit per Month	<b>\$103.58</b>
1168	Internet Broadband	Circuit per Month	<b>\$13.99</b>

## Hosting Services

### Services Provided

- Shared Web Hosting
- Physical and Virtual Server Hosting
- Disaster Recovery Services
- Oracle Content Management Hosting
- Shared OBIEE Hosting (now included in product #1114)
- Shared CRM Hosting

### Service Description

IOT offers SharePoint, Microsoft IIS, and Java Application Server web hosting services, hosted both externally on a network Demilitarized Zone (DMZ or Extranet) and on the internal State network (Intranet). Intranet web hosting sites allow only users on the state's private network to access the site's content. Extranet web hosting sites allow both external users (constituents, vendors, etc.) and internal customers to access the site's content.

**1025** - Share Point shared web hosting provide agencies and/or workgroups with a workspace on a collaboration site server. The agency can use this collaborative workspace for file sharing and access to files from a specified group of accounts.

The rate listed below includes a single site (hosted on redundant servers) and a development / QA environment (hosted on redundant servers or in a virtual environment). As well, the rate includes disaster recovery services (critical classification, which means recovery in 6 hours or less).

Exclusive of the Shared Web hosting rate is a fee based upon the size of the content for the site. This fee will be measured per GB and will be charged at the 1177A product ID (SAN storage) rate.

**1050** - Physical Server Hosting: Physical server hosting is a monthly charge for the hosting and support of Physical Server hardware both local to the IOT Data Center and at remote offices (Hosting of dedicated agency servers in remote locations is at the discretion of IOT). It is the agencies responsibility to provide the server class hardware and OS license (purchased with the hardware) based on IOT recommendations.

Data Center Servers are all located in the IOT Data Center. These devices provide "shared services" for IOT's customers and also dedicated platforms for agencies. All Data Center environmental systems are maintained by IOT.

Remote Office Servers are distributed servers that provide some "centralized services" for remote offices. They typically perform functions such as domain controllers, file servers and print servers. In some instances, the remote distributed servers perform administrative functions and push scripted tasks. In some cases customers require dedicated application servers at remote locations. All remote location environmental systems are maintained by the agency.

Services provided under 1050 Physical Server Hosting:

- A. Hardware, OS and application software setup, installation and configuration
- B. Hardware maintenance (Through Manufacture or Third Party)
- C. Tracking of warranty and non-warranty status
- D. Performance tuning and monitoring (Microsoft SCOM)
- E. Network connectivity (1gb and 10gb Cisco)
- F. Data and OS backups (Net Backup)
- G. Disaster recovery (Additional charges apply. See product 1137 Disaster Recovery)
- H. Patch management (WSUS)
- I. Software upgrades
- J. Service pack installations
- K. Enterprise Anti Virus (McAfee VSE)
- L. Shared Reverse Proxy (For externally available applications and web sites)
- M. Shared SSRS (SQL Server Reporting Services)
- N. Hardware Load balancing (Cisco)



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**1052** – Customer does not need to buy hardware or Operating System licenses. Virtual Server Hosting model has been updated to reflect the varying configurations that are requested by customers. The base configuration (1 CPU, 1GB RAM and up to 100GB disk space) is provided at a much reduced rate, and additional CPU, RAM and disk space are provided at an additional monthly cost.

**1052A** – For each additional CPU added to a VM beyond the single one included in a 1052 you will receive one 1052A charge.

**1052B** – For each additional GB of RAM added to a VM beyond the one included you will receive one 1052B charge.

**1177F** - For each additional GB of disk added to a VM beyond the 100 included you will receive one 1177F charge

**1137p** - Disaster Recovery fee applies to each individual **physical** server dedicated to the agency, supporting a production application environment/system with physical servers hosted (**single physical server up to 4U of space in a rack**) in the IOT Data Center. The fee is applicable to servers of systems categorized in the IOT DR plan as either Critical (6 hours Recover Time Objective-Downtime) or Necessary (21 days Recover Time Objective-Downtime). This fee recovers those costs incurred by IOT for the space and infrastructure in Bloomington.

**1137v** - Disaster Recovery fee applies to each individual **virtual** (VMware) server dedicated to the agency, supporting a production application environment/system hosted virtually in IOT Data Center. The fee is applicable to virtual servers categorized in the IOT DR plan as either Critical (6 hours Recover Time Objective-Downtime) or Necessary (21 days Recover Time Objective-Downtime). This fee recovers those costs incurred by IOT for the space and infrastructure in Bloomington. (Additional Virtual Server hosting and storage fee may apply if virtual server replicated to Bloomington. **Refer to 1052**)

**1177E** - Oracle Content Management Hosting services in a shared environment. The IOT shared environment is based upon the Oracle ECM 11g software release, is priced per GB of content, and includes content services, Doc Capture, document retention capabilities and workflow process engine services. Disaster recovery is included in the per GB charge. IOT will be responsible for the Oracle software licenses (covering the components listed above) that are required to host this shared service.

**1174** – Shared CRM Hosting provides agencies with a rapid application development (RAD) platform for building customer relationship management (CRM) and extended relationship management (XRM) solutions. Dynamics CRM provides built-in security, complex workflows, sophisticated reporting, and ease of integration with other systems. Solutions built on CRM can be accessed internally or directly from the Internet using any modern browser including mobile devices. Example use cases include case management, citizen engagement portals, and field service contact management.

Shared CRM hosting includes one dedicated organization with e-mail integration. One organization can host a single agency with multiple use cases. Integrated document management requires a hosted SharePoint site at an additional fee. One database is required per organization, and it is charged according to database hosting fees. Agency is responsible for purchasing client access licenses.

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**Service  
Options**

Option ID	Option Description	Unit	Rate
1025	Shared Web Hosting <b>Note:</b> Oracle Application Server	Monthly per website Monthly per application	<b>\$369.51</b> <b>\$369.51</b>
1050	Physical Server Hosting	Monthly per server	<b>\$186.37</b>
1052	Virtual Server Hosting Base VM	Monthly per server	<b>\$77.74</b>
1052A	Virtual Server additional CPU	Monthly per additional CPU	<b>\$15.85</b>
1052B	Virtual Server additional RAM	Monthly per GB or RAM	<b>\$9.95</b>
1177F	Virtual Server additional disk	Monthly per GB over 100 GB	<b>\$1.24</b>
	Server for Physical Server Hosting	One Time	<b>QPA</b>
1137p	Disaster Recovery - Physical	Monthly per server	<b>\$71.91</b>
1137v	Disaster Recover - Virtual	Monthly per server	<b>\$47.95</b>
1177E	Oracle UCM	Monthly per GB	<b>\$1.24</b>
1174	Microsoft Dynamics CRM	Per Instance	<b>\$567.47</b>

## Database Services

### Services Provided

- Hosting
- Management
- Crystal Enterprise

### Service Description

IOT customers may elect either dedicated database hosting or shared database hosting services. The IOT Database Hosting fee and Database Size Allocation fee are the same for both. The difference is if Dedicated is desired, the servers, operating systems, and database licensing and maintenance of such items must be provided by the agency.

Types of databases that will incur these charges include, but not be limited to: Test databases, Development databases, QA databases, Production and Replicated databases. Agencies requesting the Oracle High-Availability/Load Balancing RAC technology will be charged per instance.

The rate below includes all costs associated with supporting our customers databases, including but not limited to; support employees, hardware, database licensing, operating systems and annual maintenance, data backup and recovery, installation of database software, database performance monitoring and problem troubleshooting on the database server and resolution. Our fee is based on the number of databases we support for our customer. Please note that if the database schema is fairly complicated (in Oracle) multiple charges may apply.

Exclusive of the Database Hosting rate is a fee based upon the size of the database. The larger the actual database, the more services are required to support it. This fee will be measured per GB and will be charged at the "Database Size Overage" rate listed below. Databases less than 1 GB will not be charged this fee.

Physical storage required for databases will be charged at the current rate for SAN storage services (product ID #1177A).

Database Maintenance Services provides a DBA consultant that is charged for application trouble shooting, restoring databases to dev or test locations for troubleshooting activities, creation of SSIS or scripts and creating or troubleshooting custom agency jobs troubleshooting custom agency jobs are some of the services that could incur consulting @ the designated hourly rate.

**New for SFY2014 is inclusion of Oracle Business Intelligence Enterprise Edition (OBIEE) hosting within the 1114 hosting fees.**

### Service Options

Option ID	Option Description	Unit	Current Rate
1049	Database Maintenance Services	Hourly	<b>\$79.60</b>
1114	Database Hosting	Monthly per Database	<b>\$58.36</b>
1114a	Database Size Overage	Monthly per GB (> 1 GB)	<b>\$1.49</b>

## Storage Services

### Services Provided

- Shared Storage
- Archive Storage

### Service Description

Shared SAN Storage is for storage requirements above and beyond the disk storage provided with physical server hosting. IOT currently manages 900 TB of shared storage and associated backup systems in support of their customers, and consists of performance-balanced tiers of flash, fibre channel and SATA storage.

Archive Storage (Centera) service provides a per Gigabyte (GB) offering intended to house archival data for systems using large volumes of data. Also included in the archive storage service is replication of the archived data to the Disaster Recovery datacenter.

### Service Options

Option ID	Option Description	Unit	Current Rate
1177A	Shared SAN Storage	Monthly per GB	<b>\$1.24</b>
1177B	Archive Storage	Monthly per GB	<b>\$1.24</b>

## Mainframe Services

### Services Provided

- Production
- Transactions
- Storage

### Service Description

Operational rates for mainframe transactions are according to CPU seconds. T.  
The mainframe production services are for batch job processing and Scheduling services.  
Mainframe storage requirements measured in disk megabytes allocated per day.

### Service Options

Option ID	Option Description	Unit	Current Rate
1094	Tape Accesses	Per Mount	\$0.2715
1066	Jobs Production		\$0.2035
5000	Mainframe Transactions	Per CPU Second	\$0.0132
	DB2 Transactions		\$0.0132
	IMS Transactions		\$0.0132
	CICS Transactions		\$0.0132
	TSO Transactions		\$0.0132
	IDMS Transactions		\$0.0132
	Batch Transactions		\$0.0132
1092	Disk Megabytes Allocated	Daily	\$0.0002

## GMIS Services

### Services Provided

- GMIS Human Resources Services (provided by SPD)
- GMIS Financial Services (provided IOT)
- GMIS Consulting Services (provided IOT)

### Service Description

**General:** These services are associated with the Oracle PeopleSoft Application. PeopleSoft is comprised of 115+ modules. Various support levels are provided for a subset of these modules.

**GMIS Human Resources Services:** This service includes module rollouts, customer training, upgrades, issue resolution and ongoing support for the PeopleSoft HR "Core" modules, the modules that are/were sponsored by the SPD and that are in use by a majority of the state agencies. The 40% of the GMIS budget used to support these services is allocated to 80 agencies based on headcount.

**Currently supported "Core" modules include**

Benefits Administration	Enterprise Learning Management
Recruiting Solutions	Strategic Hiring Management
Workforce Administration	

**GMIS Financial Services:** This service includes module rollouts, customer training, upgrades, issue resolution and ongoing support for PeopleSoft Financials. The "Core" modules are sponsored by the AOS and SBA and are mandatory for all state agencies. The 60% of the GMIS budget used to support these services is allocated to 81 agencies based on # transactions.

**Currently supported "Core" modules include**

Accounts Payable	ROC / AR
Asset Management	ePro / Purchasing (Executive Branch)
General Ledger / Commitment Control	Project Costing

**Currently supported "Non-Core" modules include**

Accounts Receivable	Billing
Reports & Queries	Travel and Expenses
Time and Labor	Workflow

**Currently used "Non-Core" modules include**

Cost Accounting	Customer Contracts
Grants Management	INDOT Budget
Inventory	Purchasing Contracts/Strategic Sourcing

**Training:** Standard training classes are offered on a monthly or bi-monthly basis subject to demand. Over-the-shoulder/small-group training may be performed on a limited basis and is typically associated with new functionality roll-outs or mandatory business process changes.

**Requests:** All support requests are submitted via Customer Service tickets. Priority of work performed is managed by IOT GMIS management, along with our sponsors from AOS, SBA, SBOA and TOS. Currently servicing 1,200 tickets / month with 85% resolution within 24-business hours. The Service Level Agreement states 80% resolution within 24-business hours for Green.

**GMIS Consulting Services:** This service is provided as an option for our customers to perform PeopleSoft-related work that is outside the scope of our Standard Services. External consulting services will likely be involved. This service includes, but is not limited to:

1. Implementation of Non-Core modules
2. Non-Standard Rollouts (must have prior approval of SBA/IOT)
3. Additional or extended requests for over-the-shoulder or small-group training
4. Elevated priority requests requiring substantial resources
5. Project Oversight services to coordinate and review enforcement of State standards for agencies choosing to contract work with independent consultants.

### Service Options

Option ID	Option Description	Unit	Current Rate
1121	GMIS HR Services	Per Headcount	AOS Allocation
1121	GMIS Financial Services	Per Transaction	AOS Allocation
TBD	GMIS Consulting Services	Per Hour	\$135 and Up

The AOS Allocation for HR and Financial Services are calculated as follows, and are determined at the beginning of the fiscal year for the entire year:

**HR:** Agency % of total cost = agency % of state employees.

**Finance:** Agency percentage of total transactions from the following modules:  
General Ledger, Accounts Payable, Purchasing, Inventory, Project Costing,  
Grants Management, Order Management, Billing Receivables, Assets, Travel Expense

## Application Development

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### Services Provided

- Custom web and mobile application development.
- Graphic and User Interface design.
- Business Analyst.

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### Service Description

IOT's custom Application Development offering includes a business analyst to assess your needs and document the project, a developer assigned to your project, and a designer to create the needed graphics and user interface. IOT uses the Agile SCRUM methodology to manage our app dev projects. We also use Team Foundation Server for project tracking and code source control.

We offer native mobile application development primarily for iOS but can deliver Android as well. We have the capability to publish to the Apple and Google app stores for public facing apps and can also deliver internal apps written specifically for your mobile workforce to make them more productive. IOT can also securely deliver to these in-house apps to mobile devices wirelessly over the air.

We also offer web and native applications written in the .NET framework. We can tie into your existing data or create a database for you to hold your data. Be advised that web based solutions may also incur additional hosting charges such as server and database hosting. See products 1050, 1052, 1114, and 1114a for details.

### Service Options

Option ID	Option Description	Unit	Current Rate
1170	Application development	Hourly	<b>\$75.00</b>